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For a special holiday greeting visit
www.anchorageairport.com



The Airtimes is a quarterly newsletter for sharing updates with our partners, neighbors and stakeholders.

Our mission: To provide for the movement of people and goods, and the delivery of state services.

EVA Airways

Anchorage, Alaska is EVA Airway's Gateway to America. With 70 to 80 cargo flights a week, Anchorage is also one of their busiest cargo stations worldwide. For the last 10 years, Anchorage was strictly a cargo station for EVA Air, but beginning December 7, 2007, scheduled passenger flights will be flying from Newark to Taipei via Anchorage. Anchorage will welcome its first scheduled Boeing 777 flight courtesy of EVA Air!



*Mark Fang,
EVA Air Station Manager*

These scheduled passenger flights are positive for Anchorage and will serve as an introduction to Alaska for many travelers. Station Manager Mark Fang says, "For the majority of passengers traveling from Taipei and Southeast Asia this stop will give them their first chance to see snow, and that is something they'll never forget." Mark knows this firsthand because when he was first transferred to Anchorage in 2001 it was also his first time to see snow. Mark returned to Anchorage in 2005 and has been Station Manager for a total of two years. His family lives in Taipei, although his 11-year-old daughter Jackie spends time in Anchorage during the summer months to attend school, learn English and experience American culture.

EVA Air has a permanent staff of seven employees that cover the Anchorage Station 24/7. Their duties primarily focus on quality assurance, making certain that all technical stops run smoothly and on-time. As Mark reflects on this busy cargo station, one experience he will never forget is 9/11. EVA Air diverted a passenger flight to the Airport with about 300 passengers onboard. "We were able to accommodate our passengers in seven hotels for about five days. This was a huge challenge for a cargo station with little manpower or experience in passenger flights. There was a lot of coordination with no SOP's to follow so we came up with our own procedures. Actually there was no SOP for anything like 9/11 at that time."

EVA Air operates one of the world's youngest fleets. They fly nine brand new, state-of-the-art MD-11 and seven B747-400 freighters to serve major air cargo markets worldwide.



Of the top 10 Airport cargo carriers, EVA Air is number four, with over 500 million pounds of freight for FY07. They are also ranked number eight for Total Airline Revenue for the Airport and operate 3.5% of the total Airport landings.

Director's Corner:

We are making changes at the Ted Stevens Anchorage International Airport that are positive and contribute to our number one goal — to safely transport passengers and cargo. Customer Service is a close second and the Airport has partnered with Airport businesses to ensure that all travelers are greeted and treated with excellent customer service from curbside to the departure gate. I'd like to thank all of the Airport businesses that are supporting this goal.

At the beginning of 2007 the Airport was in the process of renovating Concourse A and today you'll find a safer and brighter ticket lobby that now includes United Airlines, Hawaiian, PenAir, Era, Frontier Flying Service, Grant Aviation and Hageland. And we are underway with seismic upgrades and renovations to Concourse B which will reopen in 2009.

The Airport is also in the process of a new Master Plan that will guide future development and prepare us for forecasted growth. The Master Plan Consultants forecast reflects an annual increase of 5.2% in cargo operations and 1.9 % in passenger growth. The economic significance of the Airport was recently updated in an Institute of Social Economic Research (ISER) report that states one in eight jobs in Anchorage are directly or indirectly tied to the Airport.

This is a great time to talk about accomplishments and we are certainly proud of the activities and progress at the Ted Stevens Anchorage International Airport.

Happy Holidays and Best Wishes for the New Year,



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HMS Host employee Julie Widmer and Airport Director Mort Plumb at the Annual Airport Customer Service "Star Awards" ceremony. Julie won the grand prize, tickets for two on Alaska Airlines.

Holiday Travel Tips

- Check in online – most airlines allow check-in 24 hours prior to departure.
- Arrive at the Airport EARLY – two hours prior to departure is recommended. Some airlines require that your bags be checked a minimum of 40 minutes prior to departure and you must be at the gate and ready to board your flight 30 minutes before departure or you're rebooked on the next available flight.
- Know the carry-on limits – airlines allow one carry-on bag and one personal item such as a briefcase, laptop or purse.
- Prepare for the TSA security line – don't bring prohibited items (www.tsa.gov), limit the number of electronic devices you carry, and remove shoes, metal objects and laptop computers before entering the screening area.
- Leave gifts unwrapped – wrapped packages are subject to inspection regardless of whether passengers carry them on board or check them in luggage.
- More Airport and Airline information available at www.anchorageairport.com.

Anchorage Airport Facilities

Meet the Team



Airport Facilities Day Shift



Airport Facilities Mid-Day Shift



Airport Facilities Swing Shift

Airport Facilities employees operate and maintain the Airport Terminal Buildings, Airport Rescue and Fire Fighting Facility and 29 other state-owned or managed buildings and structures at the Airport. Their responsibilities include ensuring the operability of the more than three miles of all Airport baggage lines and conveyor systems, and maintaining and operating all heating, ventilation, lighting systems, building automation, electrical systems, construction, renovations and repairs. Custodial employees handle cleaning in the passenger terminals 24 hours a day, are called on to shovel snow from sidewalks and the terminal roof, and assist field and grounds maintenance when needed.

It's a great accomplishment, especially when you consider that over five million passengers pass through the Airport annually and the Facilities Staff work is done simultaneously with very little impact to the traveling public. In addition to daily duties, they often serve as "Airport Ambassadors" assisting and informing travelers of the locations and services offered at the Anchorage Airport.

Larry Swanson, Airport Facilities Manager, said "The employees of the Airport Facilities department are a dedicated and professional group that work hard to keep the airport terminals safe, reliable, comfortable and immaculate for the tenants and traveling public."

3rd Annual Star Awards Ceremony

The recent 3rd Annual Star Awards Ceremony was held at the South Terminal and recognized 35 "Stars" of the Airport's Customer Service Program. This very successful program formed in 2004 is a partnership between the Airport and Airport businesses to ensure that all travelers at the Airport are greeted and treated with excellent customer service from the curbside to the airplane.

Today, there are 19 Airport businesses supporting the program: Alaska Airlines, Northwest, Continental, United, Frontier Flying Service, PenAir, Delta, FedEx, Hudson News Group, Sourdough Mercantile & Mosquito Books, InMotion, HMS Host, BP/Conoco Phillips Shared Services, Enterprise Car Rental, Republic Parking, Era Aviation, Dollar Rent A Car/Thrifty Car Rental and the Anchorage Convention & Visitors Bureau.

Congratulations to all recipients of the Customer Service Star Award, and a big "thank you" to the Airport businesses that donated prizes to the awards ceremony and friends of the Airport (Rust's Flying Service and Princess Tours).





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What's New at ANC:

Two new Oshkosh Striker fire trucks



The Airport Police and Fire Department at Ted Stevens Anchorage International Airport is pleased to announce the arrival of two new Oshkosh Striker fire trucks. These two trucks are the first new truck acquisitions for the department since 1991. They are equipped to hold 4,500 gallons of water, 540 gallons of foam, and 450 pounds of dry chemical extinguishing agent.

These Aircraft Rescue and Firefighting vehicles are equipped with all of the latest technology. One of the trucks is equipped with an extendable roof turret called a "snuzzle." This device

allows firefighters to use an elevated fire stream to easily reach areas on an aircraft that are difficult with conventional turrets. The end of this extendable turret is also equipped with a piercing nozzle, which allows firefighters to puncture into an aircraft and discharge water and agent inside the aircraft in the event of an interior fire.

The trucks are also equipped with GPS and infrared systems that will assist firefighters responding in inclement weather and low visibility situations.

The arrival of these two trucks has significantly expanded the capabilities of the Airport Police and Fire Department and enhanced the safety of the traveling public. The airport is expecting a third Oshkosh 4500 at the end of the year, and is looking to order three more in the future.